

FINAL RECOMMENDATION

Recommendation of the Action Plan Team: Advocacy, Partnerships and Marketing

State of Issue #: A-I7, Item #158

Recommendation # : R-158

Submitted: 2/13/01

Statement of Issue: The USFA is not taking full advantage of modern technologies to reach customers that have the potential for the greatest impact on the future fire service.

Recommendation: Leverage technology to speed up product development.

Background: The USFA has taken the steps to improve and increase the process in the development of products and materials.

1. Step(s) to Achieve:

- Building construction and expansion are currently underway, to enhance the Simulation Laboratory. This is scheduled to be completed in August, 2001.
- A standard operating procedure is being developed to serve as a Curriculum Management System resource for curriculum development. This resource will aid in the assessment, development and delivery of courses.
- There are three web-based Independent Study programs available for users at this time:
Emergency Response to Terrorism
Fire Service Supervision
Incident Command System
- The USFA is moving from a silicon graphics platform to a PC platform to enhance the development of simulation exercises.
- There are numerous Self-Study CD Rom courses available that cover several different program areas.
- A long-term evaluation process has been in effect for the participants of NFA residential courses. Through this vehicle we gather feedback from our customers on current/future needs.

2. Estimated Time Frame: Ongoing.

3. Estimated Cost: Included in Operating Budget

4. Outcome:

- By continuing to leverage technology, we will speed up product development thereby reaching more customers, faster.

Conclusion:

As stated in the Conclusion of Item #157, the USFA continues to develop the capabilities and strategies for using modern, technical means to reach our customers. The expanded Simulation Laboratory and application of the current processes to create more advanced simulations will be a means to leverage modern technology. This, along with additional web-based Independent Study courses and the availability to provide CD Rom based courses illustrates how the USFA applies modern technology to reach our customers and have the potential for making a great impact.

Submitted by:

Action Plan Team: Advocacy, Partnerships and Marketing
Team Leader and Team Members:

Jeff Dyar
Diane Close
Bob Murgallis
Roxane Deardorff
Myrna Mood
John Ottoson
Joyce Glass
Merril Sollenberger

Approved/Date

Disapproved/Date